

The BUStop

MAKING THE CONNECTION

FEATURED ARTICLE

Well, FY 96 is rapidly drawing to a close and it's been quite a year for BUS. We've had significant accomplishments in all functional areas of the Division, resulting in better and more timely service to our customers. We were able to make these improvements even though our FY 96 budget was less than our FY 95 budget. We improved our services by eliminating inefficiencies and implementing new processes and systems which allow us to work smarter-not-harder.

Some of our accomplishments are:

- Implemented a Modified Total Cost (MTC) accounting system with concomitant lower G&A rates.
- Implemented new, on-line automated systems for travel reservations and time-and-effort reporting.
- Delivered 94% of incoming materials to customers the same day, compared to 48% in FY 94.
- 600 purchase cards are now utilized by designated Lab employees, eliminating the need to initiate purchase requests for most purchases under



\$2.5K. FY 96 activity through August was 23,119 transactions amounting to \$11.7M.

- Secured DOE approval of the Laboratory Personal Property Management System which had been in a disapproved status since 1993.
- Continued to augment financial, property, and procurement personnel collocated with their customers at the customer's site.

I will cover these and other accomplishments in more detail during our All-Hands meeting in October.

Looking into my crystal ball, it appears the Laboratory FY 97 budget will be roughly equivalent to FY 96. This means that even though the total dollars may be equivalent, inflation will have to be absorbed by cost reductions in BUS, through continuous improvement of our processes, reductions in

our procurement expenditures, and personnel attrition. Laboratory management has announced there are no plans for a reduction in force in FY 97.

I believe BUS had a very successful FY 96. I'm confident we will continue to improve the services we provide to our customers in FY 97. I appreciate the efforts of all BUS employees in supporting the Laboratory and look forward to working with you in FY 97.

I want to reiterate my message in the July Special Edition of BUStop, regarding Safety First. "If it's not safe, don't do it!" There is no task that we perform that is so pressing that we must proceed to do it in an unsafe manner. I've shared my strong feelings for Safety First with BUS Group Leaders. We are committed to providing a safe work environment for all BUS personnel.

Allan F. Johnston
BUS Division Director

SAFETY FIRST

Have you found yourself wondering about what happened to all of the safety concerns which were brought

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to light as a result of the safety stand-down in July? You know, the stuff you attached to or wrote on the back of your Employee Safety Commitment? Well, rest assured, BUS division has no intention of "dropping the ball." Instead, BUS has a tool for tracking issues to resolution. It is called REMEDY. Kevin Holsapple, BUS-DO/QSO explains, "Remedy is a tool for helping you to follow through on expectations by giving you automatic reminders that there are things you promised to do. It is a way to learn about customers through complaints, suggestions, or issues that used to fall through the cracks or that we didn't keep track of." Remedy doesn't make us do a good job of responding to concerns, complaints, or issues. However, it helps remind us that we need to respond to the originator of the concern. Remedy keeps us steadily moving toward resolution.

All of the safety concerns have been entered into Remedy and an "issue coordinator" assigned. The coordinator for facility concerns is Steve McCleary, BUS Facility Manager. If the concern lies within a group, the group leader/line manager will be the issue coordinator. Remedy provides e-mail reminders to issue coordinators until the issue is resolved.

To date, Remedy is in limited use in pockets around BUS division. However, the

software is available to every group. If you are interested in learning more about Remedy, please contact Kevin Holsapple at 5-1260. As always, safety concerns should be brought to the immediate attention of your supervisor.

WE CAUGHT YOU DOING SOMETHING RIGHT

Recently, I sent an e-mail to BUS-ALL@lanl.gov to ask the question: "HAS ANYBODY BEEN CAUGHT DOING SOMETHING RIGHT OUT THERE?????" Happily, I received lots of great responses from folks with knowledge of BUS workers who have been recognized by their customers as having provided excellent customer service. I'd like to share some of them with you now. Others will appear in future BUSStop editions.

Yolanda Garcia and Dolores Trujillo.

I just wanted to let you know that I am pleased with all the help that we get from Dolores. She is very conscientious and tries very hard to help us keep things moving and to close jobs out when they are done. She is doing a good job with our work.

Yolanda has been of tremendous help with our work at TA-54. As you know she is working with one our tougher managers and client, but she has provided

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continued professional procurement support even when the circumstances were trying. I commend her for her dedication to our mutual goal of producing facilities construction as quickly as possible.

Craig L. Bachmeier, FSS-6/EM (submitted by Pat Osterburg, BUS-5)

Travel Claims Processing Team

This is a success story!!!! I recently filed a travel voucher and received payment within 6 working days. It is the first time I have received my travel pay before I received by government credit card bill. Thanks BUS for a system that works!

Wayne Cox, FSS

Jim Campbell

I wanted to thank you for the remarkable services the Quality Support Office (QSO) has been receiving from one of your employees, Jim Campbell.

Our designated drop point is across the warehouse floor, and without even being asked, Jim has delivered to our office items received at that drop point. He has performed this service on a consistent basis for some time.

We are very appreciative of his efforts and wanted you know about his great service.

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You have four delighted customers residing in the QSO. Please pass our sentiments on to Jim.

Spencer Hill, BUS-DO/QSO

John Salazar and Shipping Crew

Kudos to John Salazar & crew at shipping for fast, dependable service.

John Eklund, EES Division
Property Office (Submitted by
Ruby Alexander, BUS-4)

I would like to add another endorsement to this for John Salazar and the Shipping Office. Pearl Lucero from X-HM in the Ad Building called me two weeks ago to tell me how terrific she thought the pickup service was and to tell me how highly she thought of John Salazar.

*Pearl Lucero, X-HM
(Submitted by Pat Myers,
BUS-4)*

Property Team (BUS-1, BUS-2, BUS-3, BUS-6, BUS-8)

I'd like to have the entire Property Team (BUS-1, BUS-2, BUS-3, BUS-6 and BUS-8) and the joint effort by FSS, recognized for "Caught you doing something Right!" for their efforts in coordinating and hosting the MONTH long Property Awareness campaign.

The campaign began on August 5th and ran through

August 30. It was held on the second level of the Otowi building and involved a different theme and different information each week:

Week 1 - Vehicle
Management
Week 2 - Computer
Security/Sanitization
Week 3 - In's and out's of
Loans, GFP, Excess and
Joint Use
Week 4 - Hosted by the PA's
- general property awareness

Lots of fun, information, free drawings and gifts were provided. Scooter made several personal appearances too! We had a large population of the lab stop by the booth and participate!

Patricia M Blount, BUS-6

Dennis Martinez

I am the new Operations Officer for P-23 and recently was appointed Precious Metals Custodian. I was contacted by Dennis Martinez to conduct an annual reconciliation. Our account was in bad shape. We still had inventories from organizations that had disappeared two reorganizations ago.

Apparently, previous custodians and auditors did not resolve any discrepancies they jointly discovered. I asked for help and instruction. Dennis gave freely of both and went well beyond my expectations. He took the records I could find, sorted

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them, investigated several transactions dating back as far as 1991, and proposed a course of action to bring our account up to date. We now have an account free of discrepancies for the first time in several years. It is largely through the unselfish efforts of Dennis that this has happened. Thank you and Dennis, from P-23 and me personally.

Bruce Takala, Group P-23

John Archuleta & Ralph Martinez

Good morning, Carol! I just wanted to let you know how much I appreciate a couple of your employees.

I am the vendor technical computer training consultant in CIC-6. That means that I hire vendors to present technical computer training to Laboratory employees. When a vendor is scheduled to present a course on-site, they typically ship out boxes and boxes of materials to me a day or two before the class is scheduled to begin. In a few instances, I've even had crates of computer equipment shipped. It's always really important for me to pick up shipments received (as opposed to having them delivered to my drop point).

When I know a shipment is coming, I call the Customer Service Center, usually John Archuleta or Ralph Martinez. I tell them what's coming so

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that they can notify me . John and Ralph always bend over backwards to help me with these shipments. These shipments occasionally slip through our fingers, but they work really hard to help me locate the materials and get them to the right place. In one case, they had the delivery guy pick them up from where they had been delivered and "redeliver" them, saving me from that tough task!

Without the help of John and Ralph, my job would be much more difficult! And in the end, my being able to do my job saves the Laboratory a tremendous amount of money (groups would be spending a lot more money on travel for training if it weren't for my programs). So, these two gentlemen contribute significantly to the Laboratory's mission. And I appreciate them both!

Leslie Linke, Customer Services, CIC-6 (submitted by Carol Smith)

LAB WIDE/DIVISION AWARD PROGRAM

The BUS Division Award Program is designed to recognize and reward exceptional one-time achievements, outstanding accomplishments, and significant contributions by BUS employees. Since its inception in March 1996, approximately 90 BUS division employees have been awarded nearly \$20,000 in recognition of their

contributions. Individual awards range between \$500 - \$1000, with team awards ranging between \$1500 - \$2000. Award winners for August and September include:

Celso Archuleta for his outstanding work in the vendor liaison office. Celso has made dramatic progress in support of Northern New Mexico suppliers and vendors. At the same time, when deliberating about the use of vendors, Celso has been successful in ensuring equitable, balanced use of various size private businesses to meet Laboratory needs.

Lois McFarland for her outstanding support of and dedication to the BUS group leaders and Allan Johnston. Lois works weekends and holidays to make life easier for BUS division. Recently, Lois helped to develop and implement a new leveling process, which cuts through all the red tape and allows group leaders to make the decisions rather than HR.

Because the Award Program will continue in FY 97, here is a reminder about how the program works. A call for nominations goes out the first of every month. Nominations may be made by anyone in BUS and should be sponsored by the appropriate group leader. Once nominations have been endorsed by the group leader, they are reviewed by the Award Panel by the 15th of each month. The Award

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Panel, comprised of one member from each BUS group, then makes final recommendations to Allan Johnston.

Although DOE is still reviewing the Laboratory's proposal, we are hopeful that contractors will be eligible for the Award Program in FY 97. For additional information, please contact your Award Panel representative.

DILBERT

